

ABSTRACT OF THE DISCLOSURE

A customer satisfaction system, includes a query module for automatically sending queries to customers as to problems with goods or services provided by a provider according to a predetermined schedule and for receiving responses from customers to the 5 queries; an analysis module for analyzing responses from customers and for sending responses indicating a problem to a problem solver for resolution; and at least one problem solver for responding to customer problems, for generating solutions to customer problems and for transmitting solutions to customers; wherein, upon transmission of a solution to a customer problem to a customer, the query module sends a query to the customer 10 requesting verification that the problem has been solved.